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ABSTRACT

Young people need help in learning alternative dispute resolution skills. A program that aims to do this, set in a context of preventing violent behavior, is presented here. It is structured into sixteen 45-minute sessions which can be presented by one teacher. The training is organized around the following seven themes: The Mediation Process, Cultural Diversity, Communication Skills, Feelings, Mediation Techniques, Dealing with Difficult Situations, Being Your Own Mediator. Complete guidelines for each session include a timeline for demonstrations, discussions, role plays and other exercises. Topics for sessions include: "Ways We Deal with Conflict," "The Mediator and the Mediation Process," "Being Your Own Mediator," "Active Listening," "Feelings," "'I' Messages," and "Brainstorming." Some of the mediation techniques presented here include: help disputants define the problem, enforce the rules, dig for underlying information, balance the power, break down larger issues, stay on the subject, point out areas of agreement, what will happen if..., suggest options for settlement, agree on a fair standard, and dealing with difficult situations. Appendices include material on supervising role plays, 29 role-play scenarios, and training handouts. (EMK)

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